



## Department of Employment Dispute Resolution

### **Open Registration Training Schedule July – December 2005**

Please see **COURSE DESCRIPTIONS** for more information.

#### **GRIEVANCE PROCEDURE: TRAIN THE TRAINER**

Sept. 22, 2005                      8:30 am – 4:00 pm                      Richmond

#### **UNDERSTANDING AND USING THE GRIEVANCE PROCEDURE**

Oct. 5, 2005                      8:30 am – 11:30 am                      Richmond

#### **WORKPLACE CONFLICT MANAGEMENT SKILLS**

Oct. 5, 2005                      1:00 pm – 4:00 pm                      Richmond

#### **BEST PRACTICES IN EMPLOYEE DISCIPLINE AND DISCHARGE**

Nov. 1, 2005                      8:30 am – 11:30 am                      Richmond

#### **ENHANCING MANAGEMENT'S RESPONSE TO EMPLOYEE GRIEVANCES**

Nov. 1, 2005                      1:00 pm – 4:00 pm                      Richmond

#### **BASIC MEDIATION SKILLS**

Dec. 7-9, 2005                      8:30 am – 4:30 am                      Richmond